

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-172001	Application No. N/A 10/777,420
Information Disclosure Statement by Applicant (Use several sheets if necessary)		Applicant Janaki Kumar	
		Filing Date 2/12/2004	Group Art Unit N/A 2454
(37 CFR §1.98(b))			

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	6,249,807	06/19/2001	Shaw et al.			
	AB	6,282,565	08/02/2001	Shaw et al.			

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AC							

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
	AD	"CRM Systems Section" CRMBuyer Magazine, obtained at http://www.crmbuyer.com/perl/story/20690.html , printed from the Internet on November 17, 2003.
	AE	Starmanns, "Rule-Based Personalization in mySAP CRM E-Commerce", SAP AG, document undated, 78 pages. 2003

Examiner Signature /Mohamed Wasel/ (05/19/2010)	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	